



CITY OF LODI

COUNCIL COMMUNICATION

AGENDA TITLE: Class Specification and Salary Range for Information Systems Manager

MEETING DATE: March 5, 1997

SUBMITTED BY: Human Resources Director

RECOMMENDED ACTION: To Approve the Class Specification and Salary Range for Information Systems Manager

BACKGROUND INFORMATION: On December 18, 1996, Council approved the Information Systems Strategic Plan which identified eight key action items for better positioning the City for data processing and communications. The second highest priority item depicted in the Plan included a recommendation to hire an additional employee to provide necessary information systems support and policy direction for City departments.

The situation as it currently exists is not conducive to long term planning, nor for creating policies for information systems. Staff members troubleshoot and handle day-to-day problems and are not available to conduct long-range planning nor devise policies for communications and data processing. The majority of staff time is spent in a reactive rather than a proactive mode thus minimizing available time for master planning activities.

Computer technology has become a necessity in the modern workplace. This technology evolves so rapidly that it must be managed effectively. Many other public and private employers have recognized this need and are developing similar positions to provide direction and support to their management.

The proposed Information Systems Manager will assist with implementation of technology upgrades and will be a point of contact for inventorying, upgrading, replacing, purchasing, and wherever possible, standardizing personal computers. The Manager will be responsible for analyzing and developing long term plans and strategies for both hardware and software and will ensure that the City is kept current with advancing technology. This position will report directly to the Deputy City Manager and will work with all departments to ensure that employees are trained and have the necessary tools to conduct their tasks.

It is essential to have an Information Systems Manager who can incorporate current staff and their troubleshooting abilities with long range plans and coordination of technology. A classification study has been conducted to develop this classification.

APPROVED: _____


H. Dixon Flynn -- City Manager



CITY OF LODI

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Therefore it is recommended to approve the attached class specification and the following salary range:

<u>A</u>	<u>B</u>	Step <u>C</u>	<u>D</u>	<u>E</u>
\$ 4,601.76	\$ 4,831.88	\$ 5,073.43	\$ 5,327.11	\$ 5,593.48

REMAINING FY COST (Including PERS): \$ 17,595.14

FUNDING: General Fund

Respectfully submitted,

A handwritten signature in cursive script, appearing to read "Joanne Narloch", written over a horizontal line.

Joanne Narloch, Human Resources Director

Prepared by Marlon Robbins, Risk Manager in coordination with Janet Keeter, Deputy City Manager.

APPROVED: _____

H. Dixon Flynn -- City Manager

INFORMATION SERVICES MANAGER

DEFINITION:

Under general direction, designs, manages, supervises, plans and directs the activities of data information and communication systems; provides highly technical and responsible staff assistance to City departments, the City Manager, and City Council in the areas of information and communication systems, management, and organization; and performs related work as required.

DISTINGUISHING CHARACTERISTICS:

This class is distinguished from the Information Services Coordinator in that the Manager has overall responsibility for the City's computer-based operations including mini-computer, micro-computer, hardware and software programs, networks and communication systems.

EXAMPLES OF DUTIES:

Duties may include, but are not limited to the following:

- Works closely with City departments; coordinates the development and implementation of information systems to achieve City-wide goals, objectives, and policies.
- Develops and recommends long-term plans and strategies for effective utilization of information technology systems.
- Develops management systems, procedures and/or standards for prioritizing projects, allocating resources, selecting systems, and evaluating existing programs.
- Conducts needs analysis, researches and recommends hardware/software systems and applications, which will interface with existing computer systems and comply with policy standards and user needs.
- Coordinates the development of specifications, selection, acquisition, configuration, and implementation of information technology systems.
- Negotiates and administers final contract agreements with vendors for implementation, maintenance and training for City staff, modifies such agreements as needed.
- Develops work plans, including work activities and project implementation schedules, monitors work flow, and reviews and evaluates work products, methods, and procedures.
- Analyzes technical reports and legislation; evaluates impact upon City operations; recommends and implements equipment, policy and procedural improvements.
- Performs diagnosis of hardware and software problems; installs, repairs or arranges for repair or replacement of faulty equipment and software; performs general inspection and maintenance of hardware and software systems.

EXAMPLES OF DUTIES (Cont'd):

- Interprets and explains operational policy and procedures to other City staff and the general public as needed.
- Coordinates training sessions and assists users in learning the use of computer equipment and peripherals.
- Coordinates the installation of computer hardware, peripheral equipment and program applications; coordinates the installation of cabling and other installation requirements.
- Maintains or coordinates with City departments backup systems for files from all critical applications.
- Maintains programs documentation on all computer systems and applications; prepares basic instructional guides on various applications, as needed.
- Maintains all system hardware inventory and maintenance agreements; maintains and monitors records on preventative and corrective equipment maintenance; response and repair times on equipment failures; records on utilization, cost and charges; and as required, resolves problem areas.
- Prepares the operation's budget, including budgeting for City-wide information and communication systems needs and assisting in the forecast of additional funds needed for staffing, equipment, materials and supplies; administers the approved budget.
- Provides responsible on-going support and training on City telephone and voice mail equipment and software; and administers telephone and voice mail vendor contracts and services.
- Performs related duties as required.

MINIMUM QUALIFICATIONS:

Knowledge of:

- Principles and practices of information technology systems used in a municipal government setting, including state-of-the-art hardware, peripheral equipment, and applications for mini and micro-computer, telephone and data communication systems.
- Principles and practices of organizational policy and goal setting; program development, implementation and administration; budgetary techniques and controls; and supervision of personnel.
- Pertinent local, State, and Federal laws, rules, and regulations.
- Principles and techniques of systems analysis, design and programming.
- Requirements and procedures for setup and minor maintenance of computers and peripheral equipment; and techniques for troubleshooting basic computer problems and restarting jobs.

MINIMUM QUALIFICATIONS (Cont'd):

Ability to:

Coordinate the design, selection, and implementation of computer and telecommunication systems.

Establish realistic work priorities, develop and achieve long and short term goals and objectives within allocated resources.

Administer work plans, monitor progress and, as required, take action to meet established completion dates.

Maintain records and prepare reports.

Establish and maintain cooperative and effective relationships with those contacted during the course of work.

Communicate clearly and concisely both orally and in writing.

Analyze complex technical and administrative problems, evaluate alternative solutions, and adopt effective courses of action.

EDUCATION AND EXPERIENCE:

Any combination equivalent to education and experience that would likely provide the required knowledge's and abilities would be qualifying. A typical combination is:

Education:

Equivalent to a Bachelor's Degree from an accredited college or university with major course work in computer science, information systems management, or a closely related field.

Experience:

Four years of increasingly responsible experience performing complex and sophisticated information technology services, systems analysis and programming in a governmental or business computer system operation setting, two years of which shall have been in a supervisory or lead capacity.

LICENSES AND CERTIFICATES:

Possession of the appropriate valid Driver's License from the California Department of Motor Vehicles.

RESOLUTION NO. 97-32

A RESOLUTION OF THE LODI CITY COUNCIL
APPROVING THE CLASS SPECIFICATION AND SALARY
RANGE FOR INFORMATION SYSTEMS MANAGER

RESOLVED, that the Lodi City Council does hereby approve the class specification for the Information Systems Manager, as shown on Exhibit A, attached hereto; and

FURTHER RESOLVED, the Council hereby approves the salary range as follows:

S T E P				
A	B	C	D	E
\$ 4,601.76	\$ 4,831.88	\$ 5,073.43	\$ 5,327.11	\$ 5,593.48

Dated: March 5, 1997

I hereby certify that Resolution No. 97-32 was passed and adopted by the City Council of the City of Lodi in a regular meeting held March 5, 1997 by the following vote:

AYES: Council Members -

NOES: Council Members -

ABSENT: Council Members -

ABSTAIN: Council Members -

JENNIFER M. PERRIN
City Clerk



CITY OF LODI

March 5, 1997

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- Develops management systems, procedures and/or standards for prioritizing projects, allocating resources, selecting systems, and evaluating existing programs.
- Conducts needs analysis, researches and recommends hardware/software systems and applications, which will interface with existing computer systems and comply with policy standards and user needs.
- Coordinates the development of specifications, selection, acquisition, configuration, and implementation of information technology systems.
- Negotiates and administers final contract agreements with vendors for implementation, maintenance and training for City staff, modifies such agreements as needed.
- Develops work plans, including work activities and project implementation schedules, monitors work flow, and reviews and evaluates work products, methods, and procedures.
- Analyzes technical reports and legislation; evaluates impact upon City operations; recommends and implements equipment, policy and procedural improvements.
- Performs diagnosis of hardware and software problems; installs, repairs or arranges for repair or replacement of faulty equipment and software; performs general inspection and maintenance of hardware and software systems.

EXAMPLES OF DUTIES (Cont'd):

Interprets and explains operational policy and procedures to other City staff and the general public as needed.

Coordinates training sessions and assists users in learning the use of computer equipment and peripherals.

Coordinates the installation of computer hardware, peripheral equipment and program applications; coordinates the installation of cabling and other installation requirements.

Maintains or coordinates with City departments backup systems for files from all critical applications.

Maintains programs documentation on all computer systems and applications; prepares basic instructional guides on various applications, as needed.

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